# Person Specification and Job Description – Programme Coordinator (Young People)

# Person Specification

* Excellent interpersonal and communication skills; able to communicate across a range of audiences including young people, volunteers and colleagues
* Confidence in preparing and delivering presentations in a face to face and virtual setting; able to design, create and present as part of event engaging event delivery
* Experience of relationship management and/or customer service; able to manage relationships to achieve a common goal and maintain a positive working relationship
* Planning and time management skills; able to plan a process, task or event and deliver it independently or as part of a team
* Strong administration skills; strong IT skills and confidence with using internal systems like a CRM.
* Excellent attention to detail; able to complete multiple detailed and complex tasks to a high standard and in a reasonable time
* A team player; works to achieve a common goal and ability to work as part of a small team
* Self-starter with ability to prioritise tasks and manage time effectively
* A solutions-focused problem solver; the ability to adapt to new situations that may arise and problem solve effectively
* Committed to the mission and values of the Social Mobility Foundation

We value ability and potential more than specific experience, and we are committed to having a team that is made up of diverse skills, experiences and abilities. We actively encourage applications from people from low socio-economic backgrounds, from people who are care-experienced, and from people who are Black, Asian or of minoritised ethnicity.

# Main Responsibilities

## 1. Achieving Results

* Organising and supporting skills sessions, supporter events, university trips, both in person or virtually
* Coordinating logistics for virtual and in person events, including securing venues and speakers, producing webinars and video calls, collating responses, attendee lists and feedback/evaluation
* Allocation of internshipsand liaison with students and employers in allocated career sectors
* Support the running of the Social Mobility Foundation’s Mentoring Programme in allocated sector and region in question, including monitoring the relationship of participants and their mentors in assigned sectors
* Liaise with employers to support students in applications for internships and graduate jobs
* Assisting with the organisation and delivery of in person residential programmes for students from across the country
* Building relationships with schools and employers to promote and gain support for SMF’s programmes, including visiting schools in the coordinator’s region and engaging virtually with schools and employers across the UK

## 2. Self-management

* Taking a problem-solving approach to the role, escalating issues as needed
* Developing a strong understanding of the SMF’s work and social mobility across the UK
* Demonstrating SMF values in all work
* Using initiative to ensure effective liaison between the SMF and its participants, target schools and colleges and employer partners

## 3. Delivering Excellence

* Maintaining excellent monitoring, evaluation and tracking procedures for student progress and the effectiveness of activities and events; compiling reports as required
* Undertaking all relevant activities to ensure the stakeholder relationships are well maintained, including meetings and email/letter correspondence, general admin tasks, and the resolution of any complaints

## 4. Collaboration

* Primary point of contact with students in designated region
* Other duties, as required by the management team, to assist the operation of the SMF’s activities